

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-09 13-48-16

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
29	29	0	Pass	NA

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass

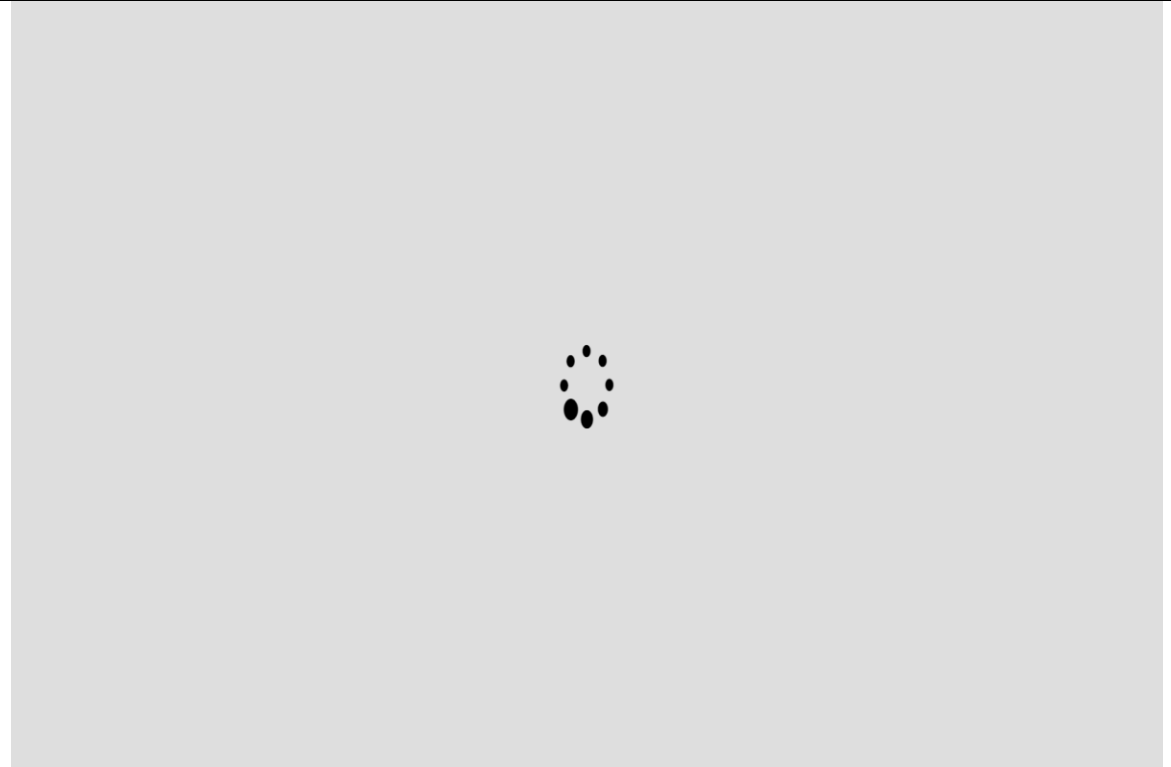


ORACLE
SERVICE CLOUD

Username
sysagent

Password

[Login Help](#) [Login](#)

Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



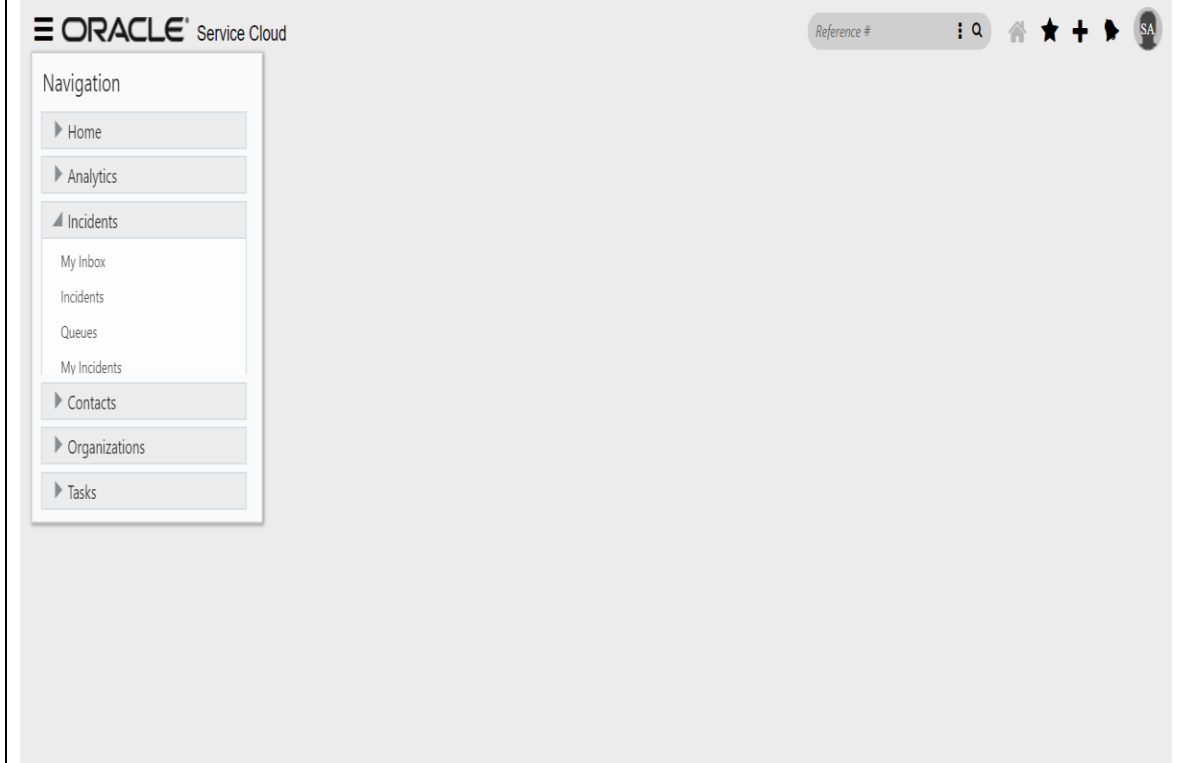
Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents

🔍 Search ↻ Refresh 🔄 Reset 📁 Open 📄 New 🖨️ Print 📄 Copy 📄 Assign 📄 Propose 📄 Fill Inbox ✕ Delete 📌 Bookmark ⋮

Subject	Status	Full Name	Queue	Date Last Updated	Reference #
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		08/08/2020 10:37 PM	200808-000010
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramyia Paul		04/30/2020 11:44 PM	200430-002076
Covid 19 Migrant Issue for Jalil Ansari	Open	Suramyia Paul		04/30/2020 11:44 PM	200430-002104

991 Records

Step No:8

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: The Element: ClickMessages is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. The main header shows 'Incidents' and the incident ID '200808-000010'. Below this, a toolbar includes 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A navigation bar contains tabs for 'Summary', 'Messages' (which is selected), 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. Under the 'Messages' tab, there are buttons for 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A 'Filter' dropdown and a 'Newest first' sort option are also present. The main content area shows an email draft in 'Draft Mode' from 'Sys Agent' to 'abhi552@gmail.com'. The 'Cc' and 'Bcc' fields are empty. A loading spinner is visible in the bottom right corner of the email draft area.

Step No:9

Step Description: In the message area, write response text

Expected Result: Enter Response Text

Actual Result: The Element: SetResponse is set with text: We are working on your issue and we will get back to you.

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a tab for 'Incidents' is active, showing a specific incident '200808-000010'. A toolbar includes 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A navigation menu shows 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' section is active, showing options to 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A filter dropdown is set to 'Newest first'. Below this, a green bar indicates 'Sys Agent' and 'Email' in 'Draft Mode'. The 'To' field is populated with 'abhi552@gmail.com'. The 'Cc' and 'Bcc' fields are empty. A rich text editor toolbar is visible, and the main text area contains the draft response: 'We are working on your issue and we will get back to you.'

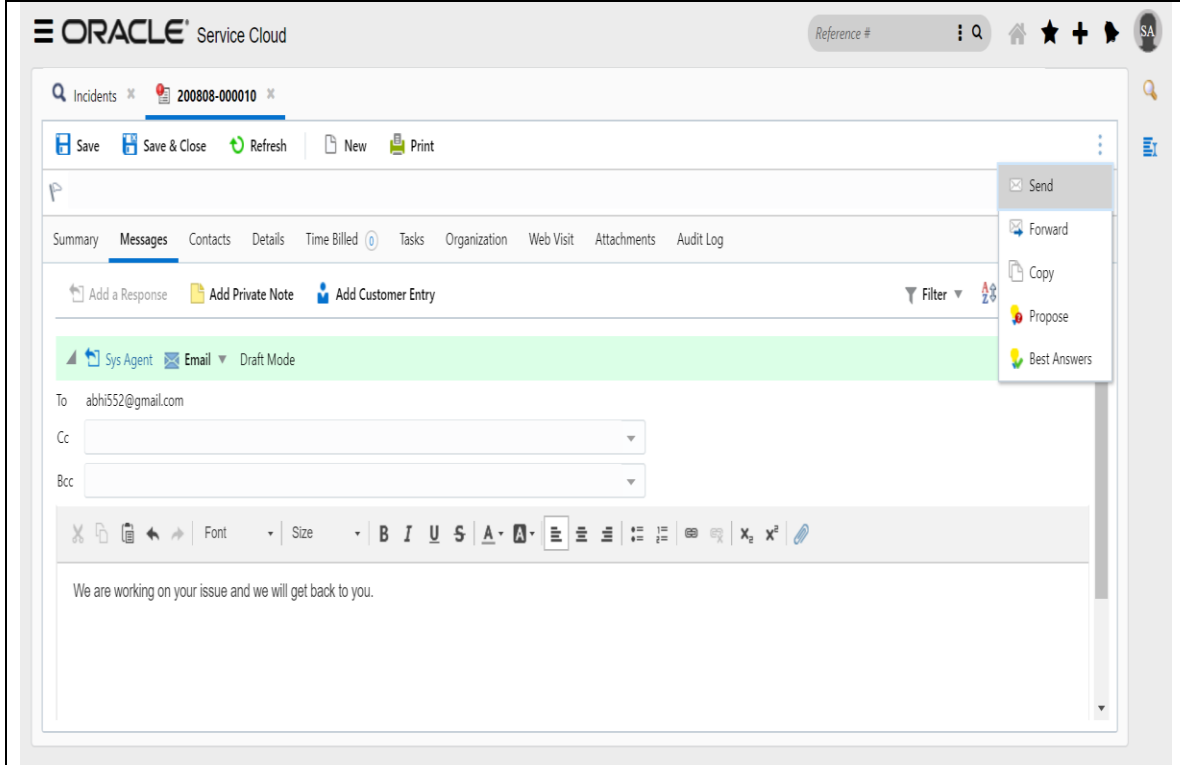
Step No:10

Step Description: Click on Menu

Expected Result: Click on Menu

Actual Result: The Element: ClickMenu2 is clicked

Status: Pass



Step No:11

Step Description: Click Send option

Expected Result: Click Send option

Actual Result: The Element: ClickSend is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident response. The top header shows the Oracle logo and 'Service Cloud' text. A search bar contains 'Reference #' and a magnifying glass icon. The main content area is titled 'Incidents' with a sub-header '200808-000010'. Below this, there are tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing a list of messages. The first message is from 'Sys Agent' to 'abhi552@gmail.com' in 'Draft Mode'. The message body contains the text 'We are working on your issue and we will get back to you.' The interface includes a rich text editor with various formatting options like bold, italic, underline, and link. The bottom of the screen shows a sidebar with navigation icons.

Step No:12

Step Description: HardWait Time

Expected Result: HardWait Time

Actual Result: The browser had waited (hard wait) for: 20 seconds

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar contains 'Reference #'. Below this, a navigation bar shows 'Incidents' and the incident ID '200808-000010'. A toolbar includes buttons for 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'. A tabbed interface shows 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Messages' tab is active, showing options to 'Add a Response', 'Add Private Note', and 'Add Customer Entry'. A message from 'Sys Agent' dated '08/09/2020 01:49 PM' is displayed, stating: 'We are working on your issue and we will get back to you.' The interface also includes a 'Filter' dropdown and a 'Newest first' sort option.

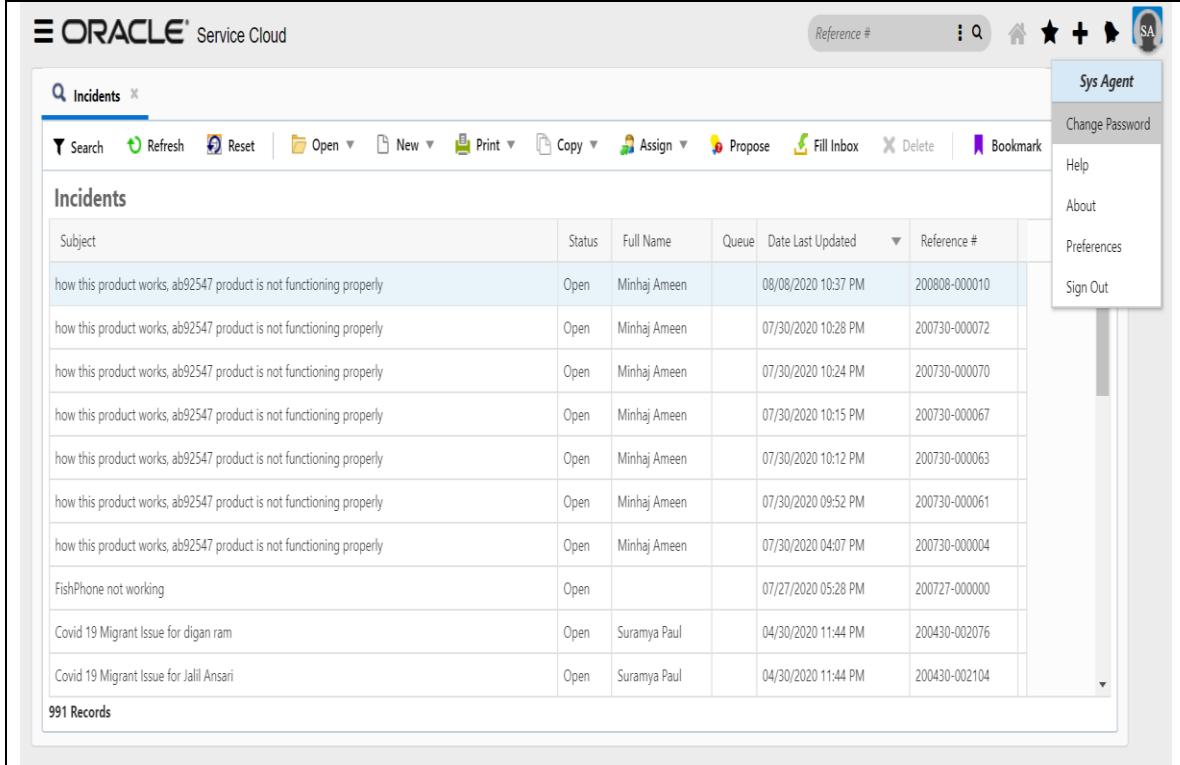
Step No:13

Step Description: Waittime

Expected Result: Waittime

Actual Result: The browser had waited (hard wait) for: 2 seconds

Status: Pass



ORACLE Service Cloud

Reference #

Incidents

Search Refresh Reset Open New Print Copy Assign Propose Fill Inbox Delete Bookmark

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FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000
Covid 19 Migrant Issue for digan ram	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002076
Covid 19 Migrant Issue for Jalil Ansari	Open	Suramya Paul		04/30/2020 11:44 PM	200430-002104

991 Records

Sys Agent

- Change Password
- Help
- About
- Preferences
- Sign Out

Step No:14

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass

 **ORACLE** Service Cloud

Reference #



